



The Manufactured Housing and Modular Units Program

A Publication Of The Missouri Public Service Commission

The Missouri Public Service Commission (PSC) regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. There are approximately 170 registered manufacturers, 206 registered dealers and 160 registered installers in Missouri. If you have a question, call the PSC's toll-free hotline at **1-800-819-3180**.



Missouri.

This is Missouri's State Administrative Agency (SAA) for the U.S. Housing and Urban Development (HUD) Manufactured Housing Program responsible for handling consumer complaints. The program also oversees the annual registration of dealers, manufacturers, and installers, who must register to legally conduct business in



Inspectors enforce uniform construction standards for manufactured homes and modular units sold within Missouri by conducting code inspections. Modular units may consist of homes or commercial units.

Each year the PSC conducts:

- ▶ More than 350 on-site consumer inspections
- ▶ 400 random site inspections
- ▶ 400 dealer lot inspections



Plans are approved for modular units sold in Missouri and tie-down/anchoring requirements are enforced.

Pursuant to a 2005 federal law, the PSC certifies and licenses installers of new HUD code manufactured homes.

WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED?

▶ **After an inspection request/consumer complaint is received by the PSC**, the dealer, the manufacturer and installer are notified that a complaint has been received. Letters - with a copy of the complaint -- are sent to each requesting corrections be made within 30 days.

▶ **If corrections are not made within 30 days**, a PSC inspection is scheduled. After the inspection, a copy of the report is sent to all parties listing all defects and findings. Repairs are to be made in 20 days. In many cases, follow-up inspections are necessary to verify repairs and any work orders.

▶ **Formal complaints can be filed** against the responsible party if corrections are not satisfactorily or timely made.

For more information

The Missouri Public Service Commission has a toll-free hotline for consumers who have questions and/or complaints regarding manufactured or modular homes. Call **1-800-819-3180**, or visit www.psc.mo.gov